



Aalborg Universitet

**AALBORG UNIVERSITY**  
DENMARK

**CONTACT: Developing explicit meta-communication in interpersonal client--professional interactions.**

Winther, Frederikke; Dindler, Camilla

*Published in:*  
Communication, Medicine and Ethics Conference (COMET) 2016

*Publication date:*  
2016

[Link to publication from Aalborg University](#)

*Citation for published version (APA):*

Winther, F., & Dindler, C. (2016). CONTACT: Developing explicit meta-communication in interpersonal client--professional interactions. In *Communication, Medicine and Ethics Conference (COMET) 2016*

**General rights**

Copyright and moral rights for the publications made accessible in the public portal are retained by the authors and/or other copyright owners and it is a condition of accessing publications that users recognise and abide by the legal requirements associated with these rights.

- Users may download and print one copy of any publication from the public portal for the purpose of private study or research.
- You may not further distribute the material or use it for any profit-making activity or commercial gain
- You may freely distribute the URL identifying the publication in the public portal -

**Take down policy**

If you believe that this document breaches copyright please contact us at [vbn@aub.aau.dk](mailto:vbn@aub.aau.dk) providing details, and we will remove access to the work immediately and investigate your claim.

Abstract proposal to COMET 2016  
*Work-in-progress Roundtable*

Title:

CONTACT: Developing explicit meta-communication in interpersonal client-professional interactions.

Authors:

Assistant professor Camilla Dindler

Aalborg University, Copenhagen, Institute of Communication and Psychology.

A. C. Meyers Vænge 15, 2450 København S

Tel: +45 23646730, e-mail: [dindler@hum.aau.dk](mailto:dindler@hum.aau.dk)

Assistant professor Frederikke Winther

Aalborg University, Copenhagen, Institute of Communication and Psychology.

A. C. Meyers Vænge 15, 2450 København S

Tel: +45 21194757, e-mail: [frederikke@hum.aau.dk](mailto:frederikke@hum.aau.dk)

Contact:

Frederikke Winther: [frederikke@hum.aau.dk](mailto:frederikke@hum.aau.dk), +45 21194757

Selected conference themes:

- Client-Professional Encounters
- Communication Skills Training
- Values and Responsibilities in Professional Practice

The purpose of the research project to be discussed is to co-develop health workers interpersonal communication skills as skills that are primarily independent of socioeconomic disease logics and truly health (Antonovsky, 1996 [1992]) and agency empowering (Drewery, 2005) for all participants in the often asymmetric health conversations that take place in for instance hospitals and communal health centres in Denmark. Taking as point of departure that subject positioning continuously takes place in interpersonal interaction (Davies and Harré, 1990), the project highlights the interpersonal meeting as an ethical site regardless of the specific communicative genre (Kristiansen et al., 2009). The project is especially motivated by the hypothesis that the explicit use of meta-communication – i.e. the foregrounding of the several layers that exist simultaneously in any communicative situation (Bateson, 1972 [1955]) - in health encounters enhances the establishment of communicative literacy and thereby enhances

a profound and genuine, personal contact and hence an ethical commitment to responsibility – whether as ‘client’ or ‘professional’.

The presentation for the round table discussion will focus on arguing for meta-communication as an ethical practice and outline a two-phase field methodology for co-developing communication skills with health workers in a Danish hospital – a research project that is currently being established. Phase one consists of collecting situated, interactional data material and analysing it on behalf of conversational analytical transcriptions (Steensig, 1996), partly in cooperation with health workers. Phase two consists of implementing, analysing and evaluating interactional data once again, hopefully characterized by stronger explicit meta communicative skills. The presenters will especially welcome contributions to further development of the field methodology.

## References

Antonovsky A. (1996 [1992]). The salutogenic model as a theory to guide health promotion. *Health Promotion International* 11:11-8.

Bateson, G (1972 [1955]). *Steps to an Ecology of Mind*. London: Granada.

Davies, B. & Harré, R. (1990). Positioning: The discursive production of selves. *Journal for the Theory of Social Behaviour*, 20 (1).

Drewery, W (2005). Why We Should Watch What We Say. Position Calls, Everyday Speech, and the Production of Relational Subjectivity, *Theory & Psychology* 15 (3).

Kristiansen, Aslaug, Solveig B. Eide, Hans H. Grelland, Hans I. Sævareid, Dag G. Aasland (red. 2009) *Til den andens bedste. Om vejledningens Etik*, Dansk Psykologisk Forlag, Viborg.

Steensig, J (1996). Transkription. I Femø Nielsen, M. og Beck Nielsen, S. (2005) *Samtaleanalyse*. Forlaget Samfundslitteratur, Frederiksberg.